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JC564 U.S. PTO

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ASSISTANT COMMISSIONER FOR PATENTS  
Washington, D. C. 20231

PATENT APPLICATION  
Case Docket No. **200-0053**  
Date: April 11, 2000

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

**William Rowse**  
**Barry Inman**  
**Debra Mayberry**  
**David Park**  
**Henry Ubik**  
**Paul Mashni**  
**Robert Jackson**

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09/547661  
04/12/00

For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN**

Enclosed are:

- ☒ 11 sheet(s) of drawings
- ☒ Assignment and Cover Sheet
- ☐ Information Disclosure Statement, PTO Form 1449, and Copies of Citations
- ☐ A certified copy of

The filing fee has been calculated as shown below for OTHER THAN A SMALL ENTITY:

FOR	NO. FILED	NO. EXTRA	RATE	FEE
Basic Fee				\$ 690
Total Claims	37	17	18	\$ 306
Indep Claims	3	0	78	\$ 0
Multiple Dependent Claims(s) Presented	0		260	\$ 0
TOTAL				\$ 996

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